

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 38286, dated November 12, 2009 for the Mississippi State Department of Health (MSDH)

From: David L. Litchlitter

Date: November 23, 2009

Subject: Responses to Questions Submitted and Clarifications to Specifications

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Contact Phone Number: 601-359-2383

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: The RFP reads:

5.1 Vendor must propose pricing for prime-shift (8 A.M. to 5 P.M. Monday through Friday) maintenance and support for the equipment specified as such ("8x5") in Attachment A, Cost Information Form.

5.2 Vendor must propose pricing for 24x7 on-site maintenance and support for the equipment specified as such ("24x7") in Attachment A, Cost Information Form.

I could not find anything in attachment A that stated which equipment was to be NBD and which equipment was to be 24x7. Do you want everything priced at 8x5 and 24x7?

Response: The Cisco switches are to be covered 8:00 a.m. to 5:00 p.m. Monday through Friday (NBD). The Cisco bridges are to be covered 24x7.

LOC responses are due November 30, 2009, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Teresa Washington at 601-359-2383 or via email at teresa.washington@its.ms.gov.

cc: ITS Project File Number 38286